

Ivan Iwannado

Ivan Iwannado knows what he wants to do, but like most of us he'll take a while to figure out how to do it. Learn from his mistakes



THIS MONTH:

IVAN LEARNS EMAIL ETIQUETTE

There's no doubt that email is a great invention, but just recently Ivan Iwannado has been reading all sorts of reports about how it can go horribly wrong. How can Ivan make sure his email stays private and doesn't upset people or get him into trouble?

Problems with emails usually arise because they're just too easy to write and send and because, when you write an email, it feels as though you're just chatting to a friend. But without visual cues or the sound of a voice, a written message can easily be taken the wrong way.

Fortunately, there are some tips and tricks that Ivan can use to make sure he doesn't give the wrong impression. The main thing to remember is not to write in an email anything that you wouldn't say to someone's face. Don't swear, don't insult anyone and don't write details about your private life.

Think of an email as more or less equivalent to a small ad in the local paper; you can never tell who might be reading it.

But if an email is just being sent to a friend, surely Ivan can be a bit more relaxed?

The problem with email is that it's easy for someone to forward your message to someone else. If everyone who receives an email sends it to two or three other people, by the time your funny story has been forwarded several times, half of Britain has seen it. This is fine if Ivan has sent a joke about dogs with no noses, but it's less comfortable if it was a bitchy comment about the way Irena looks after a night out at bingo. You can be sure someone down the line will forward the joke back to Irena and she'll be waiting for Ivan with a rolling pin.

Come on, it can't be that bad, can it?

Well, apparently one in 10 couples seen by Relate counsellors say their problems are caused because of email or the use of the web. So it can indeed be that bad.

Gulp. OK, so Ivan shouldn't get too personal. What else?

There are a number of things that Ivan should do to ensure that he only sends email messages he really wants to send. For example, if Ivan's writing a reply to an email that he's received, the reply should be



considered and polished. Don't compose it as a reply with the email address of the person already in the address line. If he writes it without an address in the To: line, there's no way he'll accidentally press the Send button before the reply has been spellchecked, pondered over and left until Ivan's cooled down a bit.

Good thinking. Ivan has sometimes regretted sending an email the moment it's gone.

Another good idea is to turn off the option to send emails immediately when connected in your email software. That way, Ivan at least has a chance to get to the outbox and delete the offending message before it goes.

Some people also remove the Reply to All option from their email program menus. This way you won't accidentally send a quick message to your friend saying that you think the boss is an idiot for the email he's just circulated about his latest scheme, only to realise a second later that you've also sent it to your boss, his boss and everybody else on the original mailing list.

Ah, yes. Ivan did something similar recently. He put a whole load of email addresses on an email he was sending and got a lot of earache from someone who didn't like having their address shared in that way.

This can be very irritating. Ivan wouldn't hand out other people's telephone numbers or addresses without permission and email addresses can be just as personal. Ivan should define the people as a group in the email client, so that all the recipients see is 'goldfish fanciers gang'. Alternatively, put everyone on the BCC: (Blind Copy) address list, so that no-one's address shows up. Ivan can address the email to himself with everyone else as BCC.

Another thing that's well worth doing is sending an initial email asking everyone on a list to confirm that they are the correct recipients and check their responses. This avoids creating problems by sending mail to mistyped email addresses. A recent example was when a schoolgirl called Claire McDonald was accidentally added to a Pentagon email list and, despite her efforts to be removed, kept receiving details about such things as communications problems on the British aircraft carriers Invincible and Illustrious and details of a defence information management system between the US, Australia, New Zealand, Canada and the UK.

From now on, Ivan will be a lot more careful about his emails. No more dodgy jokes about Irena, and no more handing out email addresses left, right and centre. He'll be a model email citizen and only tell dodgy stories down at his local pub. Now there's a great reason to go for a pint. ☺

Nigel Knowitall



If you want to get something done using software but are unsure how to do it, fear not — help is at hand from our resident expert, Nigel Knowitall

HIDING ACTIVITIES IN EXCEL

Q When using macros in early versions of Excel you could hide all the activities and show only the final result. I am using VBA to update sheets and I want them to remain hidden while the processing is going on. It seems that as soon as I activate a sheet it becomes visible and, unless I activate it, I can't make changes. Is there some way to overcome this, please?

Eric Bird

A You need to set the sheet's Visible property to False before you activate it and start work. Then, after you've finished all your activities, set the Visible property to True. For example, the macro below works with the current workbook and Worksheets(1) — sheet1, in other words:

```
Sub myhiddenmacro()  
With ThisWorkbook.Worksheets(1)
```

```
.Visible = False  
.Activate  
.Cells(1, 1).Value = "Hello  
Shopper"  
.Visible = True  
End With  
End Sub
```

This only sets the value in cell A1 to show Hello Shopper, so you'd have to replace this line with all the lines of code you need to update your worksheet. You'd also need to change the reference to Worksheets(1) to refer to whichever worksheet you actually wanted to change.

FORMATTING DATA MOVED FROM EXCEL TO WORD IN OFFICE XP

Q Our company has recently upgraded to Office XP from Office 2000 and some things no longer work as I want them to. For example, I use Excel as a data source and merge information, including

dates, into Word. I used to be able to bring the formatting across. Now Word loses the font information and also changes the date format to month/day/year. How can I tell Word to import the formatting of my data as it used to?

Ray Brent

A It's not easy. Word now uses a different method to connect to its data sources and no longer copies any of the formatting information. The only way around the problem is to add formatting switches to the merge field codes in your Word document.

To do this, start with the Word document that you're going to use to receive the Excel data. Change the view so you can see the field codes. You can toggle between the data view and the field codes view by pressing the key combination Alt-F9.

Once you've displayed the field codes, you can then edit them to include the appropriate formatting information. For example, if you have a merge field for the date that currently reads

HIDING SELECTED SLIDES IN POWERPOINT PRESENTATIONS

Q Is there a way to hide some slides in a PowerPoint presentation, or to have an optional section that can be displayed (or not) by pressing a button on a slide? We use the same slide deck to show information about our forthcoming product releases to our sales force and our more important customers. The drawback of this scheme is that some of the information is confidential or subject to change.

In particular, our planned launch date is something we'd prefer not to publicise until

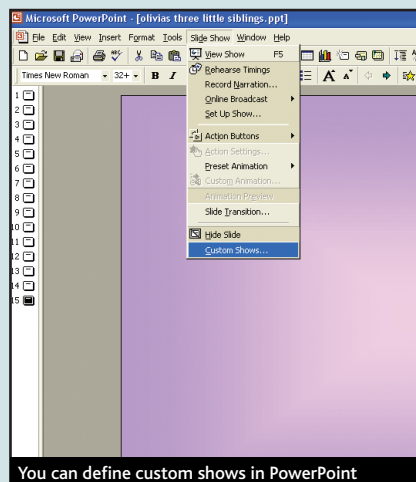
we're absolutely sure we can meet the date, and we would certainly prefer not to show the list of things that still need to be done. How can we make sure that this information remains confidential?

James Lee

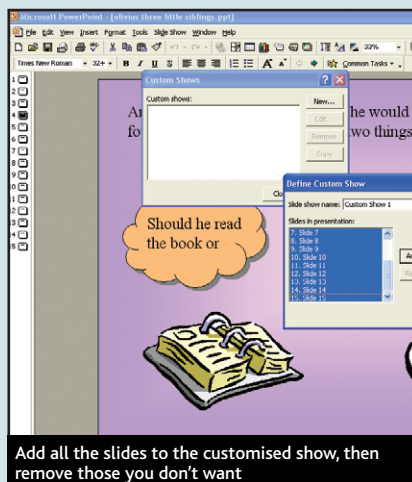
A There are a couple of ways to achieve this. The best solution depends on how many unique slides there are in each version of the show. The first option is to set up the show with the confidential slides set to be hidden.

That way, you can run the slideshow and, when you get to the point where you want to display the confidential information, you can choose to display the hidden slide.

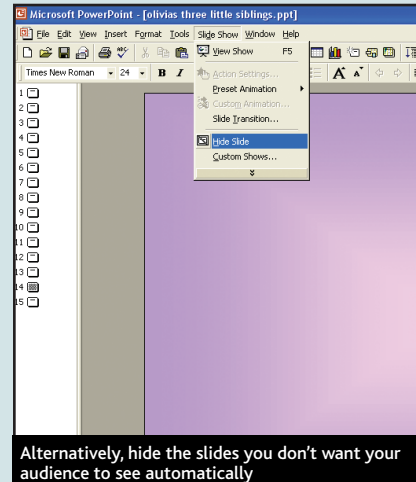
To do this, you first hide the slides that should be confidential. Click on the slide you want to hide and choose Hide Slide from the Slide Show menu. If you then view the slideshow, the hidden slide won't be displayed. When you're showing the slide deck to people who need to see the hidden slides, all you need to do is right-click on any slide while the slideshow is running and choose the option Go



You can define custom shows in PowerPoint



Add all the slides to the customised show, then remove those you don't want



Alternatively, hide the slides you don't want your audience to see automatically



{Mergefield Date} you would edit this so that it reads {Mergefield Date \@ "dd-MMM-yyyy"}. This would display 12-Sep-2005.

You need to use an upper-case 'M' for the month, as a lower-case 'm' stands for minutes. If you use "dd/MM/yy" the date will be displayed as 12/09/05. You have to enclose the date format in double quotation marks.

Some people think the most reliable solution is to convert the dates to text while still in Excel, and copy the text across instead. That way you don't have to fiddle with field codes. There are a number of ways to convert dates to text in Excel, but the easiest is to use the Convert Text to Columns wizard. From the Data menu, choose the command Text to Columns. This starts the wizard running.

Choose the separation type Delimited and take out any column dividers in the second page of the wizard. On page three of the wizard you'll see an option for setting the Column data format. Choose the Text option and your dates will be converted into their text equivalent. When you then merge them into Word they'll keep this format and, as you won't be doing any calculations with them in Word, the fact that they're text won't be a problem.

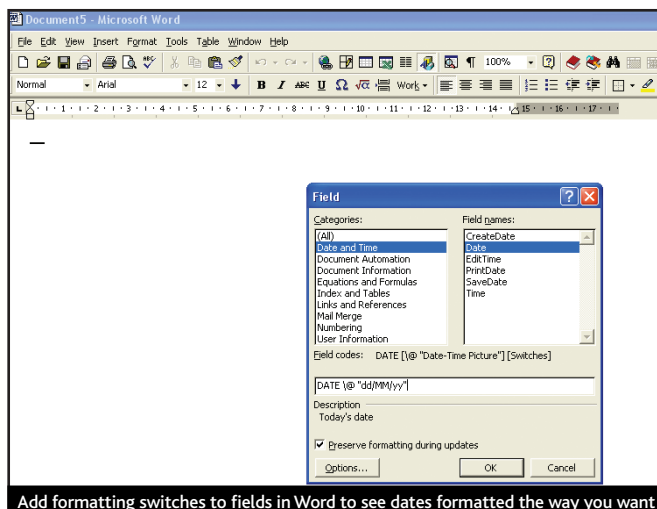
to Slide. You'll be shown a list of the slides in your deck, and any that have their slide number surrounded by parentheses are currently hidden. To view the hidden slide, click on it and it will be displayed.

This method relies on the person who runs the slide remembering when to display the hidden slides, and also on them not absent-mindedly displaying the hidden slides when they're not supposed to.

A more automatic method involves creating a custom slideshow for your customers that doesn't include the confidential material. To do this, select the Slide Show menu and choose the option for Custom Shows. You want to create a New custom show. Give it a suitable name and then choose which slides you want to include.

There are several ways to do this: you can select the slides one at a time, adding them to the new custom show by clicking the Add button, or you can select multiple slides by holding down the Ctrl key as you click on the slides. The quickest method is to select all the slides by selecting the top slide, moving to the end, then holding down the Shift key while clicking the bottom slide. Add all the slides, then select the ones you don't want one at a time and click the Remove button.

Once you've created the custom show, you can use that for your customers rather than the main show.

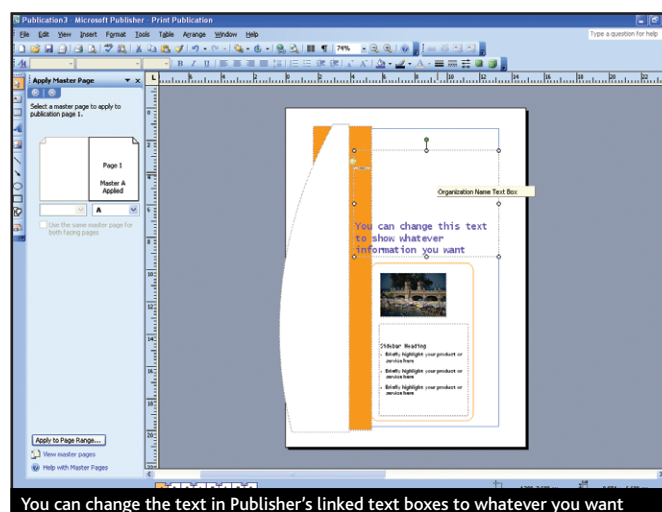


Add formatting switches to fields in Word to see dates formatted the way you want

REPEATING CHANGES THROUGHOUT A DOCUMENT IN PUBLISHER

Q I have a Publisher 2003 document that has the same information repeated on several pages throughout the publication. I need to change the information on a regular basis and at the moment I have to go through and do all the changes one at a time.

I've noticed in Publisher that sometimes you can change the information in one place and the changes will be repeated wherever the box is repeated. For example, if I set up a catalogue publication and change the business name on one page, it is changed on all the



You can change the text in Publisher's linked text boxes to whatever you want

other pages. How can I do a similar thing to this with my own text?

Rebecca Woods

A In theory you can't do this. The boxes you've seen changing automatically have been created using Publisher's wizards, and they are a special case. However, there is a way to get more or less what you want.

If you start with a publication that has a box such as the business name box you referred to in the catalogue publication, you can alter the size of the box, its location and the text within it. So you can achieve the effect you want if you then use that box to hold the text you need to be able to change automatically on all your pages.

LOCALISED EMAIL PROBLEMS

Q My Toshiba laptop runs Windows 2000 and Office XP, and I use it with two different network addresses on different wireless networks. One address is used with a Belkin ADSL wireless router, whereupon my connection works fine. At the other location I have a D-Link ADSL wireless router that allows me to access the web and receive email, but I cannot send email with Outlook.

I have two other laptops at this location that can send email with Outlook without any problems. I don't know if the fault is with my laptop, because it works with the other router, or with my network. If it's the network, why do the other laptops send email normally?

The error message I get is: "Task 'Yahoo – Sending and Receiving' reported error (0x800ccc0f): The connection to the server was interrupted. If this problem continues, contact your server administrator or Internet service provider (ISP)."

Do you know what's going wrong?
Kinesh Patel

A Check if any software firewall settings on the laptop are having problems with Outlook. Check also that you've set it to provide access for Outlook.exe and, if the option is available, that you've enabled outgoing access on port 25, which is for outgoing mail. The way you set this will depend on which firewall you're using.

For example, if you were using the Windows XP firewall, you'd look at the network connections in the Control Panel. On the network connection

you use for the D-Link router, choose Properties, Advanced and view the Firewall settings. You need to make sure that Outlook is in the list of Exceptions that will be allowed through the firewall.

You're using Windows 2000, so you ought to have a third-party software firewall installed. ZoneAlarm and others can have different settings for different network connections, so Outlook can work fine when you're connected to one network but be unable to send mail when your laptop is connected to another.

The problem might be caused by the size of the maximum transmission unit (MTU) setting of your Windows 2000 laptop. See *Helpfile*, page 222, for details about checking and changing this setting. While your other laptops work without problems, they may be running Windows XP and be set up with the correct MTU value. **CS**

CONTACT

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